

ADA Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a grievance alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Town of Phillipston.

The grievance should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Grievance forms are available online or in the Board of Selectmen's office. Alternative means of filing complaints will be made available for persons with disabilities upon request.

The grievance should be submitted by the complainant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

ADA Coordinator, Melanie Jackson
Office of the Board of Selectmen
Phillipston Town Hall
50 The Common
Phillipston, MA 01331
selectman@phillipston-ma.gov

Within 15 calendar days after receipt of the grievance, the ADA Coordinator or their designee will contact the complainant to discuss the grievance and possible resolutions. Within 15 calendar days of the meeting the ADA Coordinator or their designee will respond in writing and, where appropriate, in a format accessible to the complainant. The response will explain the position of the Town of Phillipston and offer options for substantive resolution of the grievance.

If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the Board of Selectmen. Within 15 calendar days after receipt of the appeal, the Board of Selectmen will contact the complainant to discuss the grievance and possible resolutions. Within 15 calendar days after the meeting, the Board of Selectmen will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the grievance.